



American Society  
of Travel Agents

Complete Travel Service

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D.98-4775  
Lucille's Travel Bureau, Inc. <sup>copy</sup>

956 Beachland Boulevard  
P.O. Box 3483-Mailing Address  
Vero Beach, Florida 32964-3483

Telephone: (888) 231-5320

Facsimile: (561) 231-7570

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November 19th, 1998

Secretary of Transportation  
U.S. Department of Transportation  
400 Seventh Street S.W.  
Washington, D.C. 20590

DEPARTMENT OF TRANSPORTATION  
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DOCKET SECTION

Gentlemen:

I am writing you, as a very small business owner, to ask you for your help in the recent and ongoing crisis of the cutbacks that we are forced to endure at the hands of the airlines.

Today, I am required to write a check for \$65.00 made payable to the International Travel Agents Network so that I may have the Privilege to issue international airline tickets. In January, the Airlines Reporting Corporation (owned by the airlines and obviously for the airlines) will extract \$150.00 directly from my bank account. A fee required to issue airline tickets. I am also required to hold a bond payable to the Airlines Reporting Corporation.

Every month, I write a check to Worldspan, owned by Delta Air Lines, Inc; Northwest Airlines and Trans World Airlines for usage of their system so that I may book and issue their airline tickets.

Does the above sound one-sided? It should and is since this is how we are made to operate. Their fees, leases etc increase, while our pay scale has steadily declined for the past 2 1/2 years causing small businesses, like mine, to be forced out of business.

I have been in this business for 22 years and never have I been so rudely treated by the airlines as in the recent couple of years. Not only have travel agents been treated poorly, take a look at the consumer complaints filed this year alone. I have a small client base and I'll bet you that 90% of my clients have had some problem from overbooked to cancelled flights. Three of my clients that flew Business Class on Delta Air Lines to Paris were without toilets both going and returning. A real big inconvenience on an 8 hour flight. I am surprised that they or any other airline are allowed to operate in this manner.

Without rattling on, I urge you to consider the above as it looks like the end is near for many of us in the business.

Sincerely,

LaVerne Grzybowski

LaVerne Grzybowski

Lucille's Travel Bureau, Inc

CC: American Society of Travel Agents  
World Headquarters  
1101 King Street  
Alexandria, Virginia 22314-2944